

BEACON *Go Live!*

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BEST Shared *Services*

Who can you ask when you need help with BEACON? BEST (BEACON Enterprise Support Team) Shared Services is a BEACON support organization for employees, agency human resources and payroll personnel. It is designed to:

- Provide human resources, benefits and payroll administration services based on standard processes, policies and systems
- Provide accurate, consistent and timely answers to human resources, benefits and payroll questions
- Provide support for reporting activities
- Provide BEACON system maintenance and assistance

Questions regarding human resources, payroll, time entry and benefits should be directed to BEST Shared Services staff. This may be done by phone, email, fax or postal mail.

BEST Shared Services staff has been specifically trained to respond to BEACON requests. There may be occasions, however, based on the nature of the inquiry, when your case may be forwarded to a Subject Matter Expert within BEST Shared Services for further review and response.

To access forms, job aids and additional information about the BEST Shared Services Center, visit www.ncosc.net/BEST.

BEST Shared Services Contact Information:

Raleigh Area: 919-707-0707
Statewide: 866-622-3784
(866-NCBEST-4U)
FAX: 919-855-6861
Email: BEST@ncosc.net
Postal Mail: 1425 Mail Service Center
Raleigh, N.C. 27699-1425

Help Available for *Core Users*

If you are a Core User within DOA or the Lieutenant Governor's Office – meaning that you are a designated Personnel Contact or a BEACON Timekeeper for your Agency or Division – an additional source for help is now available for BEACON transactions.

Transitions Centers have been established statewide to help Core Users increase proficiency and comfort in using the BEACON system. Transition Centers are staffed by BEACON experts who can help Core Users navigate the BEACON system and work through the transactions they need to perform in their daily work. If a Core User is having difficulty with the system or needs to review elements of training, advisors at Transition Centers can help.

The Transition Center for Raleigh-area Core Users is located in the Room 731 of the Education Building, 301 N. Wilmington St. It is open from 12 noon to 5 p.m. on Mondays and 8:30 a.m. to 5 p.m. each Tuesday through Thursday.

Additional Transition Centers can be found on the BEACON University website at http://www.beacon.nc.gov/training/transition_centers.html. Hours of operation, address, parking and a map for each facility is provided.